

Average Waiting Time For Referrals To A State Hospital For Persons In Emergency Departments By Hospital and LME
SFY 2013

		Jul		Aug		Sep		Oct		Nov		Dec		Jan		Feb		Mar		Total # Patients	Total Avg Hrs Waiting
Hospital	Referring LME	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting		
Broughton Hospital	Alliance Behavioral Healthcare											1	n/a	2	112.68					3	112.68
	Cardinal Innovations Healthcare Solutions	16	52.60	10	63.19	20	90.42	12	36.19	16	92.16	7	60.85	17	77.81	8	91.58	13	86.30	119	74.10
	CenterPoint Human Services	1	152.57			1	2.70			1	121.75			3	20.45	1	0.00			7	59.49
	CoastalCare									1	n/a									1	n/a
	Cumberland					1	n/a									1	0.00			2	0.00
	Eastpointe	1	n/a											1	0.00					2	0.00
	MeckLINK Behavioral Healthcare	55	49.93	51	63.86	56	48.25	42	35.19	38	58.12	34	34.84	34	44.58	52	24.68	63	44.57	425	45.71
	Partners Behavioral Health Management	22	58.84	17	59.71	22	59.80	17	53.35	13	79.61	19	79.18	21	109.97	18	17.40	32	71.44	181	69.24
	Sandhills Center	1	n/a																	1	n/a
	Smoky Mountain Center	33	71.03	18	59.75	22	69.99	22	45.97	20	40.90	25	113.71	17	101.61	26	16.20	32	89.44	215	65.62
	Western Highlands Network	19	56.18	19	59.96	18	72.45	21	36.82	24	101.82	25	51.08	23	75.29	18	47.12	22	68.80	189	64.90
Broughton Hospital Total		148	60.21	115	61.38	140	63.82	114	41.13	113	78.18	111	68.08	118	80.02	124	28.43	162	67.44	1,145	61.76
Central Regional Hospital	Alliance Behavioral Healthcare	134	77.25	92	73.15	93	95.08	91	94.84	73	78.03	69	58.79	101	97.89	72	70.92	95	62.14	820	78.89
	Cardinal Innovations Healthcare Solutions	42	81.41	41	92.30	39	118.06	27	76.11	27	57.90	33	54.66	37	82.31	46	69.25	63	83.74	355	80.05
	CenterPoint Human Services	23	89.15	28	89.27	20	103.05	22	97.12	21	73.28	27	56.67	22	112.62	22	70.66	25	103.98	210	87.84
	CoastalCare							1	0.00	2	30.42	2	94.25			1	94.75	3	104.53	9	70.43
	Cumberland					3	9.28	1	0.00	1	0.00	1	159.67							6	31.25
	East Carolina Behavioral Health			2	0.00	2	18.12	3	0.00	1	6.17			2	0.00	1	9.50	2	3.67	17	10.30
	Eastpointe	1	146.33	3	0.00	1	96.92	2	0.00	3	40.61			2	70.92	3	93.00	3	59.77	18	60.36
	Guilford Center	23	116.12	17	119.57	16	192.55	12	99.49	26	99.60	14	62.90							108	114.70
	Johnston							1	0.00			1	27.00			1	140.17			3	55.72
	MeckLINK Behavioral Healthcare							3	52.29			2	29.42			1	n/a	1	0.00	7	32.68
	Partners Behavioral Health Management											1	0.00			1	7.75	1	43.00	3	16.92
	Sandhills Center	53	84.72	56	86.41	46	124.12	43	105.36	32	77.21	33	88.56	63	102.84	42	96.88	64	83.34	432	94.20
	Smoky Mountain Center					1	0.00	1	75.67	1	0.00	2	93.33			1	n/a	2	n/a	8	42.25
	Western Highlands Network													2	103.96	1	19.17			3	75.69
Central Regional Hospital Total		276	84.59	239	83.09	221	109.67	207	90.53	187	74.49	189	62.98	229	96.83	192	75.82	259	76.03	1,999	83.85
Cherry Hospital	Alliance Behavioral Healthcare			2	59.28	3	60.25	1	70.83	2		7	106.67	24	31.75	30	39.05	38	64.76	107	50.19
	CenterPoint Human Services					1	144.17			1	77.67									2	110.92
	CoastalCare	57	44.26	59	34.09	55	63.53	62	51.10	45	57.57	55	79.48	58	41.28	51	28.04	69	82.05	511	53.67
	Cumberland	22	98.53	18	56.96	27	37.60	12	44.58	10	36.22	8	30.45							97	55.22
	East Carolina Behavioral Health	37	64.66	18	41.01	16	140.78	25	63.07	13	38.90	20	51.18	15	40.71	23	31.62	34	78.80	201	60.78
	Eastpointe	63	100.12	95	51.92	68	90.95	74	71.65	54	64.98	69	105.30	79	80.21	55	28.95	75	90.54	632	76.77
	Johnston	7	93.60	5	13.10	7	75.90	8	41.04	12	82.73	3	204.87	3	13.42					45	70.31
	Partners Behavioral Health Management													2	54.00			4	99.28	6	76.64
	Sandhills Center	4	212.44	2	36.58	5	49.50	2	81.83	3	194.09	4	102.58	2	60.98			5	77.83	27	97.65
Cherry Hospital Total		190	78.60	199	45.20	182	75.45	184	60.62	140	61.34	166	86.72	183	57.83	159	31.39	225	81.80	1,628	64.94
Grand Total		614	77.84	553	63.79	543	87.29	505	69.93	440	70.74	466	72.58	530	79.30	475	52.35	646	76.76	4,772	72.93

What the data DOES include:

- Every referral from an Emergency Department, regardless of whether the referral turned into an admission
- Average hours waiting; from the time the ED placed the call/fax to the state hospital to the time the state hospital called the ED to inform them a bed was available. The wait time is also stopped once the state hospital discovers the patient was sent elsewhere or taken off of the IVC (this is dependent upon the ED following through to inform the state that alternative arrangements were made).
- Referrals from every LME-MCO in North Carolina
- Referrals for every state hospital in North Carolina
- Referrals for all ages and service types

What the data DOES NOT include:

- Those patients that did not wait on delay at all, such as walk-ins, drop offs, voluntary patients, or those brought from jail on a judge's order or taken in immediately despite the delay (all subject to EMTALA)
- Length of time it took the ED to send all the necessary referral information in order to make a decision
- Number of inappropriate referrals and withdrawn referrals
- Which referrals came from a 3-Way Contract Bed
- Whether or not the referring ED tried to place the patient in a community-based hospital prior to referring to the state hospital

Average Waiting Time For Referrals To A State Hospital For Persons In Emergency Departments By LME
SFY 2013

	Jul		Aug		Sep		Oct		Nov		Dec		Jan		Feb		Mar		Total # Patients	Total Avg Hrs Waiting
Referring LME-MCO	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting	# Patients	Avg Hrs Waiting		
Alliance Behavioral Healthcare	134	77.25	94	72.72	96	94.04	92	94.47	75	78.03	77	61.11	127	85.77	103	60.82	133	62.81	931	75.56
Cardinal Innovations Healthcare Solutions	58	72.68	51	89.48	59	109.33	39	65.10	43	71.23	40	55.44	54	81.31	54	71.17	76	83.99	474	78.82
CenterPoint Human Services	24	92.17	28	89.27	22	99.76	22	97.12	23	76.06	27	56.67	25	107.77	23	66.51	25	103.98	219	87.31
CoastalCare	57	44.26	59	34.09	55	63.53	63	50.01	48	56.17	57	79.86	58	41.28	52	29.89	72	83.40	521	54.02
Cumberland	22	98.53	18	56.96	31	34.33	13	40.87	11	32.20	9	46.60							104	53.58
East Carolina Behavioral Health	37	64.66	20	38.73	18	120.33	28	57.33	14	36.39	24	51.56	17	34.89	24	30.24	36	76.01	218	57.49
Eastpointe	65	100.96	98	50.62	69	91.06	76	70.45	57	63.39	69	105.30	82	78.78	58	34.00	78	89.52	652	76.14
Guilford Center	23	116.12	17	119.57	16	192.55	12	99.49	26	99.60	14	62.90							108	114.70
Johnston	7	93.60	5	13.10	7	75.90	9	35.91	12	82.73	4	145.58	3	13.42	1	140.17			48	69.18
MeckLINK Behavioral Healthcare	55	49.93	51	63.86	56	48.25	45	37.09	38	58.12	36	33.76	34	44.58	53	24.68	64	42.63	432	45.28
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Sandhills Center	58	93.05	58	83.86	51	113.76	45	103.89	35	85.56	37	89.60	65	101.06	42	96.88	69	82.86	460	94.43
Smoky Mountain Center	33	71.03	18	59.75	23	65.62	23	47.82	21	37.18	27	111.44	17	101.61	27	16.20	34	89.44	223	64.87
Western Highlands Network	19	56.18	19	59.96	18	72.45	21	36.82	24	101.82	25	51.08	25	78.87	19	44.32	22	68.80	192	65.17
Grand Total	614	77.84	553	63.79	543	87.29	505	69.93	440	70.74	466	72.58	530	79.30	475	52.35	646	76.76	4,772	72.93

Mergers

- Cumberland merged with Alliance Behavioral Healthcare January 1, 2013
- Guilford Center merged with Sandhills Center January 1, 2013

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What the data DOES NOT include:

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- Length of time it took the ED to send all the necessary referral information in order to make a decision
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